

Aug 14, 2018

Kevin Wang, Owner
Outland Productions IT consulting
1755 Bowers Ave, Santa Clara, CA 95051

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission, 445 12th Street SW, Washington, DC 20554

Re: Petition of USTelecom for Forbearance Pursuant to 47 U.S.C. § 160(c) to Accelerate
Investment in Broadband and Next-Generation Networks, WC Docket No. 18-141

Dear Ms. Dortch,

I am writing to you on behalf of Sonic.net. I am an IT consultant and set up and maintain computers, servers, and networks for small companies typically in the size of 5-10 employees. The offices I support are located in San Jose, San Francisco, and Mountain View, CA. We are a Sonic customer, and we urge you not to grant USTelecom's petition.

I have installed Sonic DSL at several client premises, ranging from 1.5 Mbit (the fastest available) to dual bonded 50 Mbit DSL service. These connections connect multiple offices together (intranet), as well as Internet access.

I use Sonic, because they are extremely technically competent. I have never in my 20 years as a customer have had problems with disconnects, loss of service, interrupted service, or any other unexpected problem. Compare this to AT&T and Comcast where the number of service interrupts are in the 1-10 per *MONTH* range, not in the per year range. Sonic costs about the same, but the increased quality of service is completely worth it. The once or twice that I've had to interact with support, it's gone extremely smoothly. Usually my issue is resolved in 5 minutes or less. With AT&T and Comcast Business (I hear the Business service is 10x better than residential service), I'm usually on hold way longer than 5 minutes. Lastly, AT&T does not offer dual bonded service, so Sonic is the only provider of high speed Internet service in the San Francisco business district (downtown!). Service availability from Comcast in that area is on a building-by-building basis; it's very hit-or-miss.

Without Sonic, I would be stuck on a slow internet connection. Without Sonic, I would have more service calls from my customers "Why is the Internet down?"

Please do not end the ability of providers like Sonic to offer an alternative to the incumbent providers.

Sincerely,

Kevin Wang
Owner
Outland Productions IT Consulting